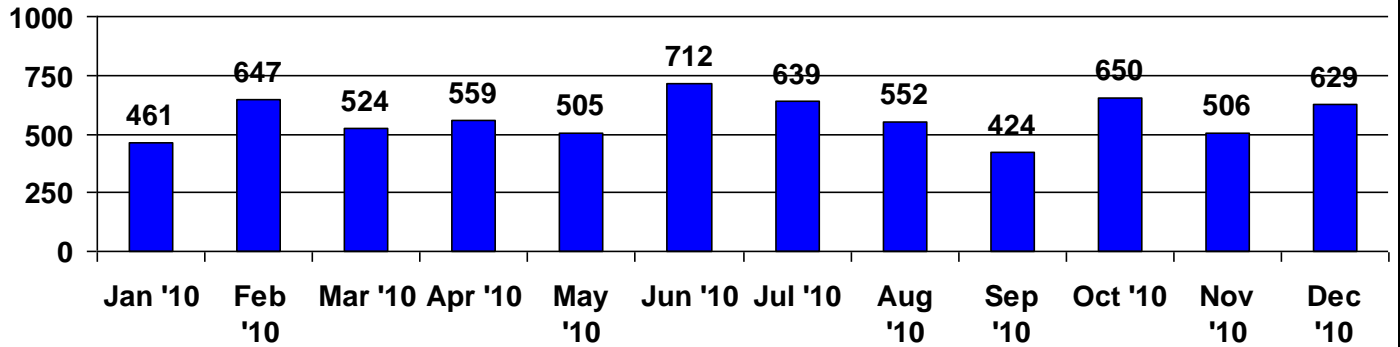




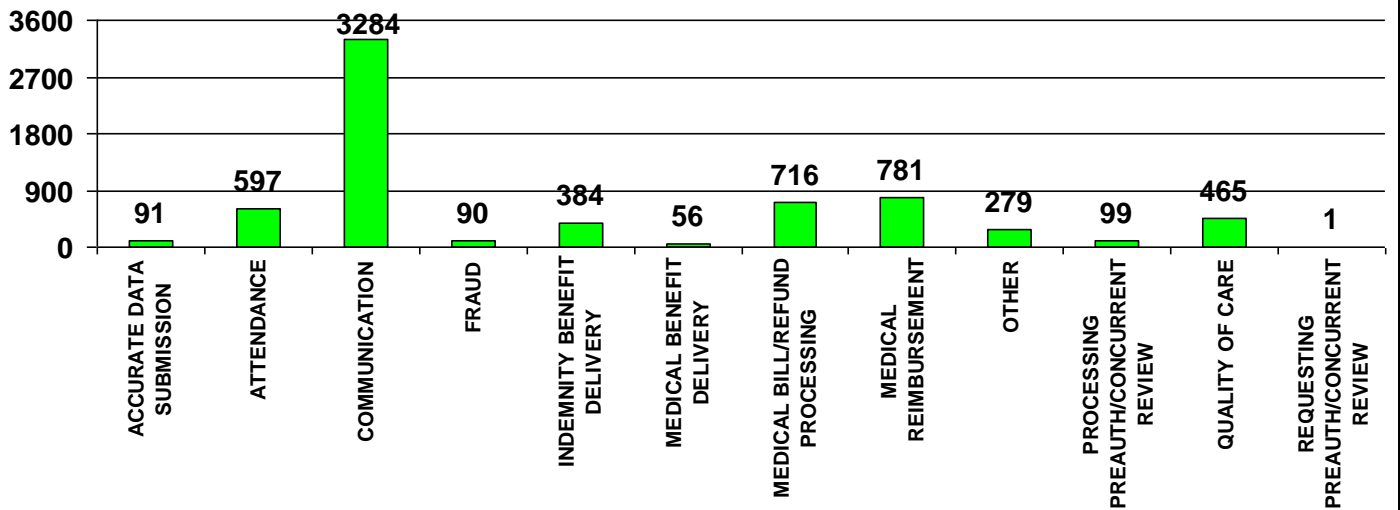
Texas Department of Insurance Division of Workers' Compensation

System Performance

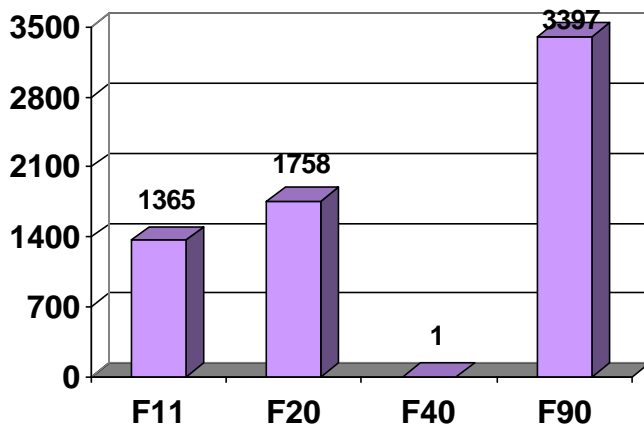
Complaints Received in CY 2010



Complaints Received in CY 2010 by Category



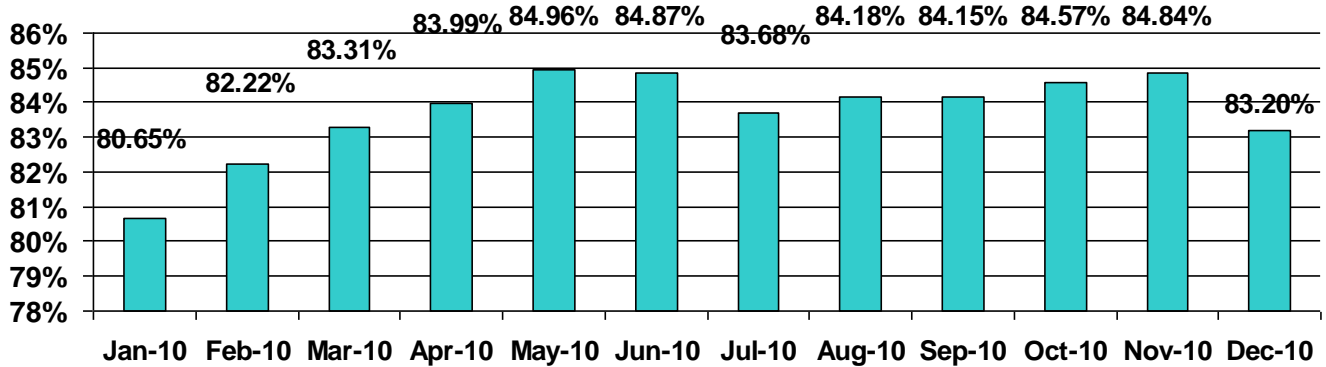
Complaints Received in CY 2010...."Closed" Status



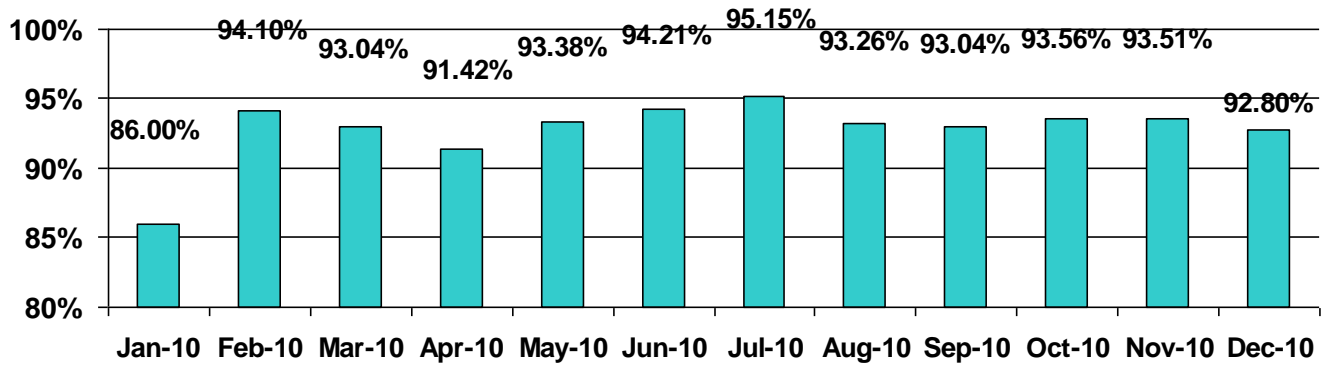
- F11 - Justified Complaint
- F20 - Unjustified Complaint
- F21 - Frivolous Complaint
- F40 - Inquiry Only
- F90 - Record Only - Monitoring

Based on data extracted from the Complaint Inquiry System (CIS) on 5/2/2011

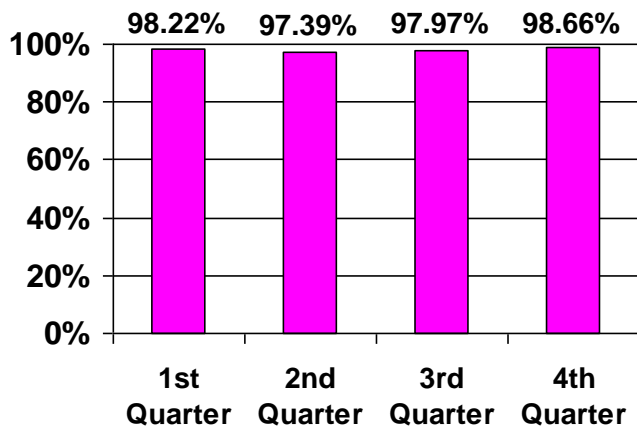
Timely Payment of Initial Temporary Income Benefits in CY 2010



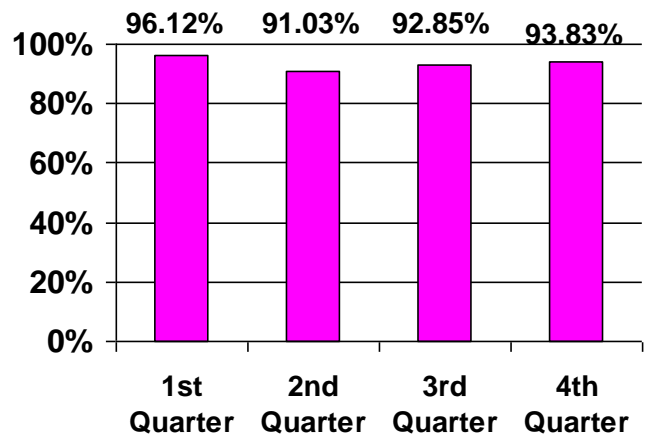
Timely EDI Reporting of the Initial Temporary Income Benefits Payment in CY 2010



Timely Processing of Medical Bills in FY 2010



Timely EDI Reporting of Medical Billing Data in FY 2010



Compliance in Initial Payment of TIBs and Medical Bill Processing is based on the electronic data submitted by insurance carriers to the Division without review.